Alice Boone

UX Content Designer | UX Writer | AI Content Strategist

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SUMMARY

UX content designer and UX writer with 8+ years of experience designing AI-enhanced, UX-driven content systems for SaaS and digital products. Specializes in UX writing, content design, information architecture, conversational UX, and AI-assisted content workflows across product onboarding, in-app guidance, self-service help, and knowledge systems.

Proven record of reducing support burden, improving product adoption, and scaling content quality through modular documentation, reusable patterns, content governance, and AI-powered drafting workflows. Experienced partnering cross-functionally with product, design, engineering, research, legal, accessibility, and localization teams.

EXPERIENCE

Founder & Product Strategist - EverAlice AI

everalice.studio | Remote | 2025 - Present

- Defined the workflow-first product positioning for EverAlice AI, an AI creator platform for digital product sellers, Etsy shops, and multi-platform listing workflows.
- Shaped UX content, feature framing, and information architecture across Magic Lister, Book Builder, AI Copywriter, delivery packaging, and creator-facing support surfaces.
- Connected marketplace SEO, mockups, product copy, books, and delivery assets into a clearer end-to-end product story built around creator output, not isolated features.
- Used content design and creator research to make the product more understandable, more searchable, and easier to resume after interruption for real-world creators.

UX Content Designer - Product Onboarding & Knowledge Systems

Learning & Content Systems Specialist | Remote | 2018 - Present

- Designed UX writing and content design for product onboarding, in-app guidance, help systems, and AI-assisted workflows across SaaS tools and internal platforms.
- Led content strategy, information architecture, and content modeling to build scalable knowledge systems supporting product adoption and self-service.
- Created conversational UX patterns, microcopy, prompts, and interaction guidance aligned to real user workflows and AI-enhanced experiences.
- Partnered with Product and Engineering to define content requirements for AI-enhanced features, including prompt structure, fallback messaging, and error-state UX.
- Implemented AI-assisted content drafting, reducing first-draft creation time by ~30-40% while maintaining quality through structured QC protocols.

Content & Training Lead - Customer Education & Enablement

Remote | 2016 - 2018

- Owned customer education, enablement, and instructional content supporting feature adoption.
- Established content standards, templates, and governance, reducing revision cycles and increasing consistency.
- Built self-serve learning and support resources that reduced repetitive training and support requests.

Earlier Experience - Operations, Customer Support & Small Business

Various Locations | 2005 - 2016

- Founded and operated a small business with structured client education and process documentation.
- Designed marketing, instructional, and client-facing materials using clear hierarchy and user-centered language.

EDUCATION & CREDENTIALS

- Licensed Esthetician - Aveda Institute
- Computer Science Coursework - Herzing College & Jefferson State
- Certified Claims Specialist (AMSA)
- Self-directed: UX content design, Figma, visual hierarchy, Articulate 360, accessibility (WCAG)

CORE COMPETENCIES

UX Content & Strategy

- UX writing, content design, content strategy
- Voice & tone systems, messaging frameworks
- Product onboarding, in-app guidance
- Information architecture, content modeling
- Journey mapping, task flows, user flows

AI & Conversational UX

- Conversational UX & AI interaction patterns
- Prompt design and prompt engineering
- AI-assisted content creation workflows
- LLM-aware content structure
- AI content evaluation & governance

Knowledge Systems

- Knowledge base architecture and taxonomy
- CMS and digital publishing systems
- Help centers, FAQs, in-app help
- SOPs, process documentation, wikis

UI/UX & Learning Design

- Low-fidelity wireframes and mockups
- Visual hierarchy and scannability
- Accessibility fundamentals (WCAG)
- Instructional design & microlearning

TOOLS & PLATFORMS

Design & UX: Figma, FigJam, Miro, Canva

Content & Knowledge: Notion, Confluence, CMS Platforms, Internal Wikis

Learning: Articulate Rise, Articulate Storyline

AI & Automation: ChatGPT, Notion AI, AI Writing Tools

Collaboration: Jira, Trello, Slack, Airtable, Google Workspace

SELECTED DELIVERABLES

- Product onboarding flows & UX-aligned documentation
- Conversational UX flows & AI interaction patterns
- Knowledge base architectures & taxonomies
- Modular SOP libraries & structured documentation
- Microlearning modules & performance support
- Low-fidelity wireframes, task flows, journey maps